

**Committee Meeting of Alford Group of Doctors Patient Participation Group
1.30 pm Friday 21st August 2015 at Merton Lodge**

Attended: Sarah Harley, Pat Mowbray, Len Reeder,

Practice: Ian Atkinson (Chair)

Apologies: Graham Marsh, Pam Maplethorpe, Alan Reeves,

1) **Welcome:** by Ian

2) **Minutes of the last Meeting** (10th July):

Should read Pam, not Pat, for items under AOB/Mystery Shopper and Members' Feedback.

3) **Matters Arising:**

Attendance of local MP - **Action: b/f Graham**

Alan Garbutt - Ian has made contact with Alan who wants to stay in touch via the virtual group. Alan will also come back to Ian re: the website and Twitter.

Recruitment - GP ad in BMJ and Pulse plus ads on-line. One application from a London Doctor. Dr Steve Limage (currently with Mablethorpe) will be working 2 days per week wef 3rd September. Dr Woollard may reduce her hours in prep for retirement. Advanced Practitioner: x 3 applications. Practice Nurse: x 2 applications. Interviews for both to be held in the next 2 to 3 weeks.

Members' Feedback – Issue with Graham/Member of staff has been dealt with by Ian and feedback given to Graham.

4) **News from the Practice** (IA):

DNAs for July were 214, with 30 for the 30-49 age group and 30 from the 20-29 age group. Sarah suggested a future follow-up with patients (for a day or a week?) to try to identify reasons for DNAs and Ian said this was planned. **Action: Ian**

CQC: Visit had been scheduled for 3rd September but cancelled 2hrs later. Advised visit will now be within the next 4-6 weeks. Normal to have 2 weeks' notice.

Gardening: Lots of work done and ongoing.

Interior changes: changing the doctors' rooms to generic clinical treatment rooms (no carpet) scheduled for late Sept/early Oct. Main Reception work will then follow.

Complaints: x 4 in July. 3 concerned treatment (1 now sorted) and 1 concerned an appointment (now sorted).

Staff Performance Improvement Plans for Reception Team: being drawn up on an individual basis with future monitoring.

5) **Members' Feedback:**

Len: has contacted the CCG concerning the scanner matter but no response to date.

Pat: The patient for the repeat steroid injection due in August had not contacted Ian but had received a call offering an appointment today due to a cancellation, so all good.

6) **PPG Awareness Session 4 to 6pm, 17th Sept in the Manor House Marquee:**

'Lives', Lincs East CCG, Magna Vitae, The Alzheimer's Society, PALS, Lincs Care Association all coming.

Len's posters and handbills to go out at end of play next Monday. **Action: Ian/Len**

Ian suggested we arrive about 3pm – Len to check with the Manor House if extra charges would apply as booking is from 4 pm. **Action: Len**

Ian will contact Radio Lincs, Lincs FM, The Target, Leader and Standard. **Action: Ian**

Ian advised tea/coffee will be provided by the practice. **Pat/Pam will serve**

Len suggested members should wear badges. **Ian and Len to liaise**

7) **AOB:**

Ian: 'Flu Clinics will take place from 9 to 1 pm on Wednesdays on 7th, 14th, 21st, 28th October.

Richard Enderby, Chairman of Beacon PPG has recently died.
Ian will represent members at the funeral on the 27th.

Sarah: asked current waiting time for non-urgent appt. Ian said that nurse appts were currently longer waiting times than doctor appts. Advanced Practitioner helping Nurse Jacqui at present.
Agreed to make this a standard agenda item for future mtgs. **Action: Ian**

8) **Next Meeting:** 1.30pm, Friday, 25th September.